

CHAPTER 9
ADDENDUM D

CONTRACTOR TO CONTRACTOR TRANSITION GUIDE

DATES	OUTGOING <i>CONTRACTOR</i>	TMA	INCOMING <i>CONTRACTOR</i>
Contract Award Through Start of <i>Services</i>	Continues to use the DCS to resolve potential duplicate claim sets.	Loads identifying and other information regarding the incoming <i>contractor</i> , the contract and region into the DCS. 30 - 45 days prior to the start of <i>Services</i> , TMA installs DCS software and trains the incoming <i>contractor</i> staff on the use of the DCS.	Purchases, configures and tests computer hardware, software and communications links required to operate the DCS no later than 60 days prior to the start of <i>Services</i> .
Start of <i>Services</i> Through The Last Day of The Third Month Following The Start of <i>Services</i> (3 months)	Continues to use the DCS to resolve potential duplicate claim sets.	TMA begins the ongoing process of identifying and loading potential duplicate claim sets associated with the incoming <i>contractor</i> . Within 60 days following <i>Services</i> , TMA prepares a "mass change" specification form which is to be executed on the first day of the fourth month after <i>Services</i> , for a "mass change" to transfer all potential duplicate claim sets involving non-financially underwritten claims from the outgoing <i>contractor's</i> DCS to the incoming <i>contractor's</i> DCS.	Incoming <i>contractor</i> begins using the DCS to resolve identified potential duplicate claim sets "owned" by the incoming <i>contractor</i> .
Note: This schedule shall be incorporated into the transition plans for the outgoing <i>contractor</i> and the incoming <i>contractor</i> . Actual dates shall be established in the transition plans.			

TRICARE OPERATIONS MANUAL 6010.51-M, AUGUST 1, 2002

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DATES	OUTGOING <i>CONTRACTOR</i>	TMA	INCOMING <i>CONTRACTOR</i>
Last Day of The Third Month Following The Start of <i>Services</i>	<p>At the close of business, the outgoing <i>contractor</i> shall cease researching <u>non-financially underwritten</u> <i>Open</i> claim sets and initiating new recoupments associated with <u>non-financially underwritten</u> duplicate claim payments. The outgoing <i>contractor</i> shall also cease entering refund data and linking adjustment data in the DCS for <i>Pending</i> and <i>Validate</i> <u>non-financially underwritten</u> claim sets.</p> <p>The outgoing <i>contractor</i> shall continue using the DCS to perform all DCS functions for claim sets associated with <u>financially underwritten</u> claims including researching <i>Open</i> claim sets, initiating new recoupments, entering refund data and linking adjustment data.</p>		<p>Continues researching and resolving potential duplicate claim sets.</p>
First Day of The Fourth Month Following <i>Services</i>	<p>Beginning on the first day of the fourth month following <i>Services</i>, refund checks received and offsets taken for recoupments associated with <u>non-financially underwritten</u> duplicate claims payments and recoupment files associated with in progress <u>non-financially underwritten</u> duplicate claim recoupments shall be processed and forwarded to the incoming <i>contractor</i> in accordance with the Financial Procedures in the Transition Plan, the contract, and the Operations Manual.</p>	<p>A "mass change" is initiated transferring all of the outgoing <i>contractor</i>'s <u>non-financially underwritten</u> DCS data to the incoming <i>contractor</i>'s DCS.</p>	<p>Outgoing <i>contractor</i>'s <u>non-financially underwritten</u> DCS data appears on the incoming <i>contractor</i>'s DCS.</p> <p>Incoming <i>contractor</i> begins performing DCS research, recoupment, and resolution functions on <u>non-financially underwritten</u> potential duplicate claim sets transferred from the outgoing <i>contractor</i> as well as continuing to resolve their own duplicate claim sets.</p>
Note: This schedule shall be incorporated into the transition plans for the outgoing <i>contractor</i> and the incoming <i>contractor</i> . Actual dates shall be established in the transition plans.			

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DATES	OUTGOING <i>CONTRACTOR</i>	TMA	INCOMING <i>CONTRACTOR</i>
First Day of The Fourth Month Through The Last Day of HCSR Submissions For The Outgoing <i>Contractor</i> (as defined by the transition schedule)	<p>The outgoing <i>contractor</i> shall continue using the DCS to perform all DCS functions for claim sets associated with financially underwritten claims including researching <i>Open</i> claim sets and initiating new recoupments.</p> <p>The outgoing <i>contractor</i> shall have moved 100% of all <i>Open</i> DCS claim sets to a <i>Pending</i>, <i>Validate</i>, or <i>Closed</i> status by the last day of HCSR submissions (as defined by the transition plan).</p>	<p>TMA prepares to have the outgoing <i>contractor</i>'s passwords deleted from the DCS effective on the first day following the last day of HCSR submissions for the outgoing <i>contractor</i> (as defined by the transition schedule).</p> <p>TMA shall generate monthly reports showing the status of the outgoing <i>contractor</i>'s network claim sets.</p>	<p>Continues to research and resolve potential duplicate claim sets appearing on the DCS.</p> <p>By the last day of the sixth month following <i>Services</i>, the incoming <i>contractor</i> shall have completed the required research and have moved a sufficient number of <i>Open</i> sets to a <i>Pending</i>, <i>Validate</i>, or <i>Closed</i> status to ensure compliance with DCS performance standards which become effective for the incoming <i>contractor</i> on first day of the seventh month following <i>Services</i>.</p>
First Day of The Seventh Month Following <i>Services</i>		Generates DCS reports to verify that the incoming <i>contractor</i> is in compliance with performance standards.	The DCS performance standards shall be in effect (see Chapter 1, Section 3, paragraph 6.0 for the DCS performance standards).
Last Day of HCSR Submissions For The Outgoing <i>Contractor</i> (as defined by the transition schedule)	By the close of business, the outgoing <i>contractor</i> shall generate any DCS reports it wishes for its records.		Continues to research and resolve potential duplicate claim sets appearing on the DCS.
First Day Following The Last Day of HCSR Submissions For The Outgoing <i>Contractor</i> (as defined by the transition schedule)	Outgoing <i>contractor</i> can no longer access the DCS.	<p>Outgoing contractor's DCS passwords are deleted.</p> <p>TMA generates DCS management reports showing the status of all DCS sets owned by the outgoing <i>contractor</i>.</p> <p>TMA will change the Responsible FI of all claims from the outgoing contractor to FI 99.</p> <p><i>Open</i> claim sets owned by FI 99 are moved to a <i>Closed</i> status. <i>Pending</i> claim sets owned by FI 99 are moved to a <i>Validate</i> status.</p>	Continues to research and resolve potential duplicate claim sets appearing on the DCS.
Note: This schedule shall be incorporated into the transition plans for the outgoing <i>contractor</i> and the incoming <i>contractor</i> . Actual dates shall be established in the transition plans.			

